

# MENTAL HEALTH SERVICE WORKFORCE SURVEY

**This survey is designed to explore issues related to recruitment and retention and factors related to workforce satisfaction and burnout in the Mental Health Service. Your responses will assist the Mental Health Service to implement strategies aimed towards making the Mental Health Service a better place to work.**

**This questionnaire will take approximately 15 minutes to complete.**

**Note:** Your confidentiality in completing this survey is assured. Whilst we have no intention of identifying individuals, some individuals may be identifiable through their responses (e.g., if you are the only social worker on a particular team). If this is the case, you may choose to select the response option “I’d rather not say.” We do ask, however, that you provide as much information as possible to allow us to complete analyses comparing different groups (to more effectively target the strategies we implement).

*Your participation in this project is entirely voluntary. Your choice to participate or not will have no impact on your relationships with others in the organisation. This project has been approved by the SLHN Human Research Ethics Committee – CRGH and the SLHN Human Research Ethics Committee – RPAH Zone.*

**What is your current MAIN work team (e.g., Manning Unit, Gna Ka Lun, Bankstown Community Rehab; Canterbury Early Intervention in Psychosis; etc).**

(please enter your response here) →	
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I’d rather not say

**What is your discipline?**

- |                                       |   |   |
|---------------------------------------|---|---|
| <input type="checkbox"/> Medical      | <input type="checkbox"/> Psychology     | <input type="checkbox"/> Management                   |
| <input type="checkbox"/> Nursing      | <input type="checkbox"/> Social work    | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Occ. Therapy | <input type="checkbox"/> Administration | <input type="checkbox"/> I’d rather not say           |

**What is your current level / grade (e.g., Registered Nurse, Clinical Nurse Specialist, Enrolled Nurse, Level 2 Occupational Therapist, Clinical Psychologist, Admin Officer Grade 2, Health Service Manager Level 2, etc)?**

(please enter your response here) →	
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I’d rather not say

**What is your MAIN current role?**

- |  |   |
|--|---|
| <input type="checkbox"/> Management  | <input type="checkbox"/> Community acute care / CoMHET                  |
| <input type="checkbox"/> Administration / Support                            | <input type="checkbox"/> Community case management                      |
| <input type="checkbox"/> Inpatient adolescent (ICAMHS)                       | <input type="checkbox"/> Community rehabilitation                       |
| <input type="checkbox"/> Inpatient SMHSOP                                    | <input type="checkbox"/> Community ICAMHS                               |
| <input type="checkbox"/> Inpatient high dependency / IPCU / observation unit | <input type="checkbox"/> Community early intervention / early psychosis |
| <input type="checkbox"/> Inpatient general adult acute                       | <input type="checkbox"/> Community SMHSOP                               |
| <input type="checkbox"/> Inpatient rehabilitation                            | <input type="checkbox"/> Other (please specify) _____                   |
|  | <input type="checkbox"/> I’d rather not say                             |

**Would you say that your current MAIN position is:**

(NB: In this question, 'generic' refers to positions where roles and responsibilities are performed by a range of professionals - for example case management, care coordination or Acute Care Teams / CoMHET; whereas 'discipline-specific' refers to roles / duties that are specific to the discipline group - for example, inpatient social worker; rehabilitation occupational therapist; clinical nurse specialist)

- Totally / almost totally discipline specific
- More discipline-specific than generic
- About half discipline specific and half generic
- More generic than discipline specific
- Totally/ almost totally generic
- Not applicable

**In terms of your working hours (and your work needs / preferences), please select the most appropriate response:**

- I am full time and this generally meets my needs
- I am full time but would prefer / need to work part time
- I am part-time and this generally meets my needs
- I am part-time but would prefer / need to work full time
- I am casual and this generally meets my needs
- I am casual but would prefer / need to work part-time
- I am casual but would prefer / need to work full-time
- I'd rather not say
- Other (please specify)\_\_\_\_\_

**What is your gender?**

- Female
- Male
- I'd rather not say

**What is your age?**

- Under 30                       30-40                       40-50                       Over 50
- I'd rather not say

**How long have you been working for SSWAHS / Sydney LHN or South Western Sydney LHN?**

- Less than 1 year                       1-2 years                       2-5 years
- 5-10 years                       10-20 years                       Over 20 years

**In total, how long have you worked in mental health?**

- Less than 1 year                       1-2 years                       2-5 years
- 5-10 years                       10-20 years                       Over 20 years

***On a scale of 1 to 10, how satisfied are you with your current job? (Circle the most appropriate number)***

*Very dissatisfied*                      *Neither satisfied nor dissatisfied*                      *Very satisfied*  
**1    2    3    4    5    6    7    8    9    10**  
*circle your response*

***I applied for my current position because...***

	<i>Not a particular attraction / Not applicable</i>	<i>Somewhat of an attraction</i>	<i>Quite an important attraction</i>
...the organisation has a good reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I'd done a student placement here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the education and training programs were good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I knew other people who worked here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I was interested in the opportunities to develop more skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I was really interested in the clinical role / type of work involved in the role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the salary was good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I'd heard that the particular team was good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I was just applying for whatever jobs were available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the service / team has uses evidence based / best practice methods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the opportunity for involvement in quality improvement / research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I thought the service offered good career opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I'd worked for the organisation before and felt comfortable here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the organisation / team appeared dynamic and / or had a strong vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I was interested in working in mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...I thought the position would offer me the opportunity for flexibility (e.g., working hours, working days, study leave)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...there appeared to be a lot of variety in the role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the location was good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the resources and infrastructure available were good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...there were lots of opportunities for overtime and / or shiftwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...my working visa was sponsored by the organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...it was helpful in securing my visa / residency status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please list)			

*Please list any factors that you like about your current position that keep you coming back to work each day.*

*Please list any factors that you do not like about your current position.*

*What factors have led you to leave jobs in the past or to seriously consider leaving your current position?*

*The next questions are related to whether you are currently considering leaving the organisation.*

	<i>Yes</i>	<i>Unsure</i>	<i>No</i>
I am actively looking for another job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As soon as I can find another job, I will quit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I often think about quitting my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*If you are considering quitting, what are the main reasons for this?*

***The next questions are related to your perception of a variety of characteristics of your current position***

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
My achievements are recognised by my supervisor / manager	<input type="checkbox"/>				
The job requires me to keep track of more than one thing at a time	<input type="checkbox"/>				
My work requires a lot of concentration	<input type="checkbox"/>				
The job gives me a chance to use my personal initiative or judgment in carrying out the work	<input type="checkbox"/>				
Only the management decides what everybody has to do	<input type="checkbox"/>				
My work is emotionally demanding	<input type="checkbox"/>				
My supervisor is concerned about the welfare of the people that work for him/her	<input type="checkbox"/>				
The job gives me considerable opportunity for independence and freedom in how I do the work	<input type="checkbox"/>				
I always have enough time to perform my tasks	<input type="checkbox"/>				
I receive feedback on my performance from other people in my organization (such as my manager or coworkers)	<input type="checkbox"/>				
I get enough feedback about the quality of my performance	<input type="checkbox"/>				
My supervisor / manager inspires me to do my best work	<input type="checkbox"/>				
My colleagues are willing to give me help if I ask for it	<input type="checkbox"/>				
My job is physically taxing	<input type="checkbox"/>				
It is physically taxing for me to get used to my working times	<input type="checkbox"/>				
My achievements are recognised by my colleagues	<input type="checkbox"/>				
My performance is rewarded properly	<input type="checkbox"/>				
My supervisor uses his / her influence to help me solve problems	<input type="checkbox"/>				
The job allows me to make my own decisions about how to schedule my work	<input type="checkbox"/>				
My working hours allow me to meet my family and personal obligations	<input type="checkbox"/>				
My physical working conditions – climate, light, noise, design of the working place, and material – are alright	<input type="checkbox"/>				
My job requires working very hard or very fast	<input type="checkbox"/>				
I feel my job is secure	<input type="checkbox"/>				
My contact with persons to whom I have to offer services is demanding	<input type="checkbox"/>				
I have good relationships with my colleagues	<input type="checkbox"/>				

*The final set of questions is related to your feelings about your current work.*

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
I always find new and interesting aspects in my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are days when I feel tired before I arrive at work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It happens more and more often that I talk about my work in a negative way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After work, I tend to need more time than in the past in order to relax and feel better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can tolerate the pressure of my work very well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lately, I tend to think less at work and do my job almost mechanically.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find my work to be a positive challenge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During my work, I often feel emotionally drained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over time, one can become disconnected from this type of work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After working, I have enough energy for my leisure activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sometimes I feel sickened by my work tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After my work, I usually feel worn out and weary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is the only type of work that I can imagine myself doing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usually, I can manage the amount of my work well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel more and more engaged in my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When I work, I usually feel energized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If completing this questionnaire has raised any issues which are concerning or that you would like to discuss, you can access free, professional and strictly confidential counselling and support services through the Employee Assistance Program:

Balmain	9515 9681	Campbelltown	4634 3591	Fairfield	9828 4605
Bankstown	9722 8230	Canterbury	9787 0244	Liverpool	9828 4552
Bowral	9828 4552	Concord	9767 7053	RPA (Infoline)	9515 9688

**Thank you for completing this survey.**

*Please return it in the attached envelope to:*

Workforce Survey, Human Resources Committee,  
c/- Lynne Robinson, Level 1 Administration, Concord Centre for Mental Health,  
CRGH, Hospital Road, Concord, 2139